SIEMENS

This guide was downloaded from
www.purplepenguincomms.com

HiPath 3000
HiPath AllServe
Hicom 150 E/H

optiPoint 500 entry

Operating Instructions

Before You Begin

These operating instructions describe the optiPoint 500 entry telephone on your HiPath 3000/HiPath AllServe.
They describe all functions you can use from your telephone. You may find that some functions you wish to use are not available on your telephone. This may be due to one of the following reasons:

- The function has not been configured for your telephone - address any questions to Customer Support.
- Your communications platforms does not support this function - contact your Siemens sales representative to upgrade your system.

Important Notes

	Do not operate the telephone in environments where there is a danger of explosions.
	Use only original Siemens accessories. Using other accessories may cause a hazard and will invalidate the warranty and the CE mark.
	Never open the telephone or a key module. If you encounter any problems, contact System Support.
	Never allow the telephone to come into contact with staining or aggressive liquids such as coffee, tea, juice, or soft drinks. For information on telephone maintenance → page 60.

CE mark

The device conforms to the EU guideline 1999/5/EG, as attested by the CE mark.

Environmental label

This device has been manufactured in accordance with our certified environmental management system (ISO 14001). This process ensures that energy consumption and the use of primary raw materials are kept to a minimum, thus reducing waste production.

Basic operating instructions 7

optiPoint 500 entry control panel 7
How to Use these Operating Instructions 8

Accessing Functions. 9

... With Codes 9
... With Function Keys 9

⇩ Basic and Enhanced Functions

Making and Answering Calls 10

Answering a Call 10
Open Listening in the Room During a Call 10
Using Call Waiting 11
Accepting a Specific Call for Your Colleague 12
Rejecting Calls 12
Using Mailboxes 13
Using Timed Reminders 13
Using the Speakerphone 13
Turning Do Not Disturb On and Off 14
Trace Call: Identifying Anonymous Callers (Not for U.S.) 14
Turning the Microphone On and Off 14
Answering Calls from the Entrance Telephone and Opening the Door . 15

Making Calls. 17

Dialing Numbers 17
On-Hook Dialing 17
Caller ID Suppression 18
Talking to Your Colleague With a Speaker Call 18
Activating Tone Dialing (DTMF Suffix Dialing) 18
Automatic Connection Setup (Hotline) 19
Reserve Trunk 19
Assigning a Station Number (Not for U.S.) 20
Trunk Flash 20
Associated Dialing/Dialing Aid 20

Calling Multiple Parties Simultaneously. 21

Calling a Second Party (Consultation Hold) 21
Conducting a Conference 22
Transferring a Call 23
Parking a Call 24
Picking up (Retrieving) a Held Call 24

Making Calls to Stored Destinations 25

Redialing a Number 25
Using Station and System Speed-Dial Numbers 25

Displaying and Assigning Call Charges. 26

Dialing with Call Charge Assignment 26

If You Cannot Reach a Destination... 27

Using Callback 27
Call Waiting (Camp-On) 28
Busy Override - Joining a Call in Progress. 28

Telephone Settings 29

Adjusting the Ring Volume 29
Adjusting the Ring Tone 29
Adjusting the Receiving Volume During a Call 29
Locking the Telephone to Prevent Unauthorized Use. 30
Saving Your PIN. 31

Saving Station Numbers and Appointments. 32

Storing Station Speed-Dial Numbers 32
Saving Appointments 32

Testing the Telephone. 33

Testing the Telephone Functions 33

Call Forwarding 34

Using Variable Call Forwarding 34
Using Night Answer 35
Call Forwarding in the Carrier Network
and Forwarding Multiple Subscriber Numbers (MSN) (Not for U.S.). . . 36

Using Other Functions 37

Sending a Message 37
Using Another Telephone Like Your Own 38
Change call number (relocate) 39
Resetting Services and Functions
(System-Wide Cancellation for a Telephone) 40
Silent Monitor 41
Monitoring a Room 41
Activating Functions for Another Telephone 42
Locking Another Telephone to Prevent Unauthorized Use 43
Using System Functions from the Outside
(DISA: Direct Inward System Access) 43
Controlling Connected Computers or Other Programs
and Telephone Data Service (For HiPath 3500/3550/3700/3750 only) . 45
Controlling Relays 46
Radio Paging (Not for U.S.) 46

⇩ Team and Executive/Secretary Functions

Team and Executive/Secretary Functions With Assigned Trunk Lines 48

Forwarding Calls on Lines 48
Transferring Calls Directly to the Executive
(Only in an Executive/Secretary Group) 49

Using Other Team Functions 50

Turning Group Call On and Off 50
Accepting a Call for Another Member of Your Team 51
Activating and Deactivating a Ringing Group 51
Uniform Call Distribution (UCD) 52

⇩ System networking via LAN (PC network)

Special Functions in the LAN (PC Network) 53

Leaving a Hunt Group/Group Call 53
Transferring Call Forwarding 54
Using Night Answer 55
Activating and Deactivating a Ringing Group 56
Controlling Relays 57
Opening the Door 58

⇩ All About Your Telephone

Documentation 59

Fixing Problems 60
Telephone Maintenance 60
Troubleshooting 60

Index 61

⇩ Quick-Reference Operating Instructions (Appendix)

Basic operating instructions

optiPoint 500 entry control panel

Your service technician can customize the default assignment to meet your preferences and requirements following order placement.

Step by Step

How to Use these Operating Instructions

You will find a graphic representation of the steps in logical sequence in the left column. Below is an explanation of the symbols:

Lift the handset (off-hook).

Replace the handset (on-hook).

Conduct a call.

Enter a telephone number or code.

Enter the PIN.

Press volume controls on the telephone.

You hear a tone.
A long tone (positive confirmation tone) confirms that you have successfully activated a function or procedure.
A short tone (negative confirmation tone) indicates that the function or procedure was rejected.

Press the key.

Press the illuminated key.

Press the flashing key.

Step by Step

Accessing Functions

... With Codes

You can activate the functions of your system **by entering codes** such as:

*97 DND (do not disturb) on.

#97 DND (do not disturb) off.

All codes to activate or enable functions are always introduced by pressing the star key, and all codes to deactivate, disable or delete functions are always entered starting with the pound key.

An alphabetically ordered overview of all functions and their corresponding codes can be found in the **Appendix** (Quick-Reference Operating Instructions).

If your service technician has changed the default assignments and saved functions on keys in accordance with your requests or requirements, you can execute these functions by pressing the appropriate keys.

... With Function Keys

Functions for which a key has been set up can be accessed directly as follows.

Press the "consultation hold" key. The function is executed, provided this is possible in the current situation.

Step by Step

Making and Answering Calls

Special default ring signaling is set for your telephone:

- When you receive an internal call, your telephone rings once every four seconds (single-tone sequence).
- When you receive an external call, your telephone rings twice in rapid succession every four seconds (dual-tone sequence).
- When you receive a call from the entrance telephone, your telephone rings three times in rapid succession every four seconds (triple-tone sequence).
- If a call is waiting, you hear a short tone (beep) every six seconds.

Answering a Call

The telephone rings.

Lift the handset.

⊕ **or** ⊖ To raise or lower the volume, keep pressing the keys until the desired volume is set.

Ending the call:

Replace the handset.

or

Release Press the key.

Open Listening in the Room During a Call

You can let other people in the room join in on the call. Let the other party know that you have turned on the speaker.

Precondition: You are conducting a call with the handset.

Activating this function:

Speaker Press the key. The LED lights up.

Deactivating this function:

Speaker Press the key. The LED goes out.

Step by Step

Using Call Waiting

Callers can still reach you while you are engaged in another call. A signal alerts you to the waiting call.
You can either ignore or accept the waiting call.
When you accept the waiting call, you can either end the first call or place it on hold and resume the call later on.
You can also bar call waiting or the call waiting tone
→ page 11.

Accepting a Waiting Call (Camp-On)

Precondition: You are engaged in a phone call and hear a tone (every six seconds).

Ending the first call and answering the waiting call:

Replace the handset. Your telephone rings.

Answer the second call. Lift the handset.

Placing the first call on hold and answering the second call:

Press the key. LED flashes. Enter the code.

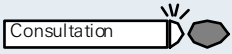
You are connected to the call waiting party immediately. The first party is placed on hold.

Ending the second call and resuming the first one:

Press this key and wait two seconds.

or

(depending on the configuration)



Press the key twice.

Preventing and Allowing Call Waiting (Automatic Camp-On)

If this function has been configured (ask your service technician), you can prevent or allow a second call
→ page 11 from being signaled by automatic camp-on during an ongoing call.

Lift the handset.

Step by Step

#490 or *490 ♫

Enter the code to "prevent" or "allow" call waiting.

Turning the Call Waiting Tone On and Off

You can suppress the call waiting tone every six seconds for external calls. A one-time special dial tone then alerts you to the waiting call.

Lift the handset.

*87 or #87 ♫

Enter code for "tone off" or "tone on".

Accepting a Specific Call for Your Colleague

You hear another telephone ring.

Lift the handset.

*59

Enter the code.

Enter the number of the telephone that is ringing.

Accepting calls in a team → page 51.

Rejecting Calls

You can reject calls which you do not wish to take. The call is then signaled at another definable telephone (contact System Support).

The telephone rings.

Release

Press the key.

If a call cannot be rejected, your telephone will continue to ring.

Step by Step

Using Mailboxes

If there are messages waiting for you, you will hear a special dial tone (continuous buzzing) when you lift the handset.

Lift the handset.

Enter the code.

or

Message Waiting

Press the illuminated key.

This connects you to the sender of the message or the mailbox system.

Using Timed Reminders

Precondition: You must have saved a timed reminder → page 32. The current time is the time stored.

Your telephone rings.
Lift the handset and replace it again.

If you fail to answer the timed reminder, it repeats five times and is then erased.

Using the Speakerphone

A colleague addresses you directly over the speaker with a speaker call. You hear a tone before the announcement.

You can respond with the handset or in speakerphone mode.

Lift the handset and answer the call.

Placing a speaker call to a colleague → page 18.

Step by Step

Turning Do Not Disturb On and Off

You can activate the do not disturb function if you do not want the receive any calls. When do not disturb is activated, internal callers hear a busy signal and external callers are rerouted to a telephone assigned for this purpose (System Support).

Lift the handset.

*97 or #97

Enter the code for "on" or "off".

When you lift the handset, a special dial tone (continuous buzzing) reminds you that "do not disturb" is active.

Authorized internal callers can automatically override the "do not disturb" function after five seconds.

Trace Call: Identifying Anonymous Callers (Not for U.S.)

You can have the carrier identify malicious external callers. You can save the caller's station number during the call or for 30 seconds after the call ends. However, it is essential that you do not replace your handset during this time.

You are engaged in an external call.

Consultation

Press the key. LED flashes. Enter the code.

*84

After you have finished tracing the call, the data is stored on the carrier's system. Now contact System Support.

Turning the Microphone On and Off

To prevent the other party from listening in while you consult with someone in your office, you can temporarily switch off the handset microphone or the handsfree microphone.

Precondition: You are conducting a call. The microphone is switched on.

Mute

Press the key. The LED lights up.

Step by Step

Turning off the mute:

Press the illuminated key. The LED goes out.

Answering Calls from the Entrance Telephone and Opening the Door

If an entrance telephone has been programmed, you can use your telephone to speak to someone at the entrance telephone and to activate a door opener.
If you are authorized to activate a **door opener** (contact System Support), visitors can open the door themselves by entering a 5-digit code (e.g. using a DTMF transmitter or installed keypad).

Speaking to visitors via the entrance telephone:

Precondition: Your telephone rings.

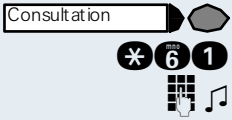
Lift the handset within thirty seconds. You are connected to the entrance telephone immediately.

or

Lift the handset after more than thirty seconds.

Dial the entrance telephone number.

Opening the door from your telephone during a call from the entrance telephone:



Press the key. LED flashes. Enter the code.

Dial the entrance telephone number.

Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 58!

Opening the door with a code (at the door):

After ringing the bell, enter the five-digit code (using the keypad or a DTMF transmitter). Depending on how the door opener has been programmed, a doorbell call signal may or may not be forwarded.

Step by Step

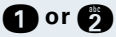
Activating the door opener:

Lift the handset.

Enter the code.

Dial the entrance telephone number.

Enter the five-digit code. Default code = "00000" (contact System Support).



Enter the type of door opener. 1 = enable with ring, 2 = enable w/o ring = You can also open the door without a doorbell ring.

Deactivating the door opener:

Lift the handset.

Enter the code.

Dial the entrance telephone number.

Step by Step

Making Calls

Dialing Numbers

Lift the handset.

Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

The called party does not answer or is busy:

Replace the handset.

or

Release

Press the key.

On-Hook Dialing

Internal calls: Enter the station number.
External calls: Enter the external code and the station number.

The other party answers with speaker:

Lift the handset.

The called party does not answer or is busy:

Speaker

Press the key. The LED goes out.

or

Release

Press the key.

Step by Step

Caller ID Suppression

You can prevent your station number or name from appearing on the displays of external parties you call. The feature remains active until you deactivate it.

Lift the handset.

Enter code for "suppress" or "restore".

System Support can turn caller ID suppression on and off for all telephones.

Talking to Your Colleague With a Speaker Call

You can make a loudspeaker announcement through a loudspeaker if connected (ask System Support), or to an internal user with an system telephone without any action on their part.

Lift the handset.

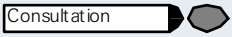
Enter the code.

Enter the station number.

Activating Tone Dialing (DTMF Suffix Dialing)

You can transmit dual-tone multifrequency (**DTMF**) signals to control devices such as an answering machine or automatic information system.

You have set up a connection.



Press the key. LED flashes. Enter the code.

You can use the keys "0" through "9", "*", and "#" to transmit DTMF signals.

Ending the call also deactivates DTMF suffix dialing.
Your system may be configured so that you can start DTMF suffix-dialing immediately after setting up a connection.

Step by Step

Automatic Connection Setup (Hotline)

If this function is configured (contact System Support), the system automatically sets up a connection to a preset internal or external destination.

Lift the handset.
Depending on the setting, the connection is either set up **immediately** or only **after** a preset **period of time (hotline after a timeout).**

Reserve Trunk

If this feature is configured (contact System Support), you can reserve a busy trunk for your own use.
When the trunk is free, you receive a call.

Lift the handset.

Enter the external code. The external trunk is busy; you hear a busy signal tone. Wait about 5 seconds until the busy tone ends.
The trunk is reserved.

Replace the handset.

When the reserved trunk becomes free:

Your telephone rings.

Lift the handset. You hear the CO dial tone.

Enter the number of the external station.

Step by Step

Assigning a Station Number (Not for U.S.)

If this function has been configured (contact System Support), you can selectively assign a specific number (DID number) to your telephone before making an external call. The assigned number then appears on the called party's display.

Lift the handset.

*41 Enter the code.

Enter the DID number you wish to use.

Dial the external number.

Trunk Flash

To activate ISDN-type services and features through the network carrier's analog trunks or those of other communications platforms (such as "consultation hold"), you must send a signal to the trunks before dialing the service code or telephone number.

Precondition: You have set up an external connection via an analog line.

Consultation Press the key. LED flashes. Enter the code.

*51 Enter the service code and/or telephone number.

Associated Dialing/Dialing Aid

If this function has been configured (contact System Support), you can use your telephone as a dialing aid for other telephones.

Lift the handset.

*67 Enter the code.

Enter the internal station number of the party for whom you want to dial.

Enter the number you wish to dial (external number with external code).

Step by Step

Calling Multiple Parties Simultaneously

Calling a Second Party (Consultation Hold)

You can call a second party while engaged in a call. The first party is placed on hold.

Consultation

Press the key. LED flashes.

Call the second station.

Return to the first party:

Consultation

Press this key and wait two seconds.

or

(depending on the configuration)

Consultation

Press the key twice.

Switching to the Party on Hold (Toggle)

Consultation * 2

Press the key. Enter the code. LED continues to flash.

Combining the calling parties into a three-party conference

Consultation * 3

Press the key. Enter the code. The LED goes out.

Connecting the other parties to each other

Replace the handset.

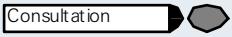
Step by Step

Conducting a Conference

In a conference call, you can talk to as many as four other parties at the same time. These may be internal or external users.

Lift the handset.

Call the first party.



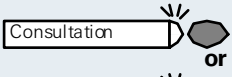
Press the key. LED flashes.

Call the second station. Announce the conference.

Press the key. Enter the code. The LED goes out.

A tone sounds every 30 seconds to indicate that a conference is in progress. Contact System Support for instructions on how to turn it off.

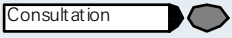
If the second party does not answer:



Press this key and wait two seconds. (depending on the configuration)

Press the key twice.

Adding Up to Five to the Conference (Initiator Only)



Press the key. LED flashes.

Call the new party. Announce the conference.

Press the key. Enter the code. The LED goes out, etc.

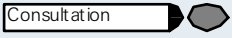
Leaving a Conference

Replace the handset.

Ending a Conference (Initiator Only)

Press the key. LED flashes. Enter the code.

Removing the ISDN Central Office Party From the Conference (Only for U.S.)



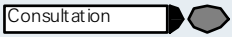
Press the key. LED flashes.

Enter the code.

Step by Step

Transferring a Call

If the person you are speaking to wants to talk to another colleague of yours, you can transfer the call that colleague.



Press the key. LED flashes.

Enter the number of the party to which you want to transfer the call.

Announce the call, if necessary.

Replace the handset.

...After a Speaker Call (Announcement) in a Group

If this function has been configured (contact System Support), you can use a speaker call (announcement, → page 18) to announce a call in progress to a group of users → page 50.
After a member of the group has accepted the call request, you can transfer the waiting party.

Precondition: You are conducting a call.

Press the key. LED flashes. Enter the code.

Enter the group's station number.

Announce the call.
When a member of the group accepts the call, you are connected to this party.

Replace the handset.

If the connection between the two other parties is not established within 45 seconds, the call from the first party returns to you (recall).

Step by Step

Parking a Call

You can park up to ten calls, either internal, external, or both. Parked calls can be displayed on and picked up from another telephone. This feature is useful if you want to continue a call at another phone.

Precondition: You are conducting a call.

Consultation

Press the key. LED flashes. Enter the code.

✱ 5 6

0 ... 9

Enter the number of the park slot (0 - 9) and make a note of it.
If the park slot number you entered is already being used, you will hear the negative confirmation tone. Please enter another number.

Replace the handset.

Retrieving a Parked Call

Precondition: One or more calls have been parked. The telephone is idle.

Lift the handset.

5 6

Enter the code.

0 ... 9

Enter the park slot number you noted earlier.
If the park slot number you enter is not in use, you cannot retrieve the call.

If a parked call is not picked up, after a specific period of time the call is returned to the telephone from where it was parked (recall).

Picking up (Retrieving) a Held Call

Precondition: One or more calls have been parked. The telephone is idle.

Lift the handset.

✱ 6 3

Enter the code.

Enter the line number you noted earlier.

Step by Step

Making Calls to Stored Destinations

Redialing a Number

The last three external telephone numbers dialed are stored automatically.
You can redial them simply by pressing a key.

Lift the handset.

Press this key.

If this feature is configured (contact System Support), accounts codes entered are also saved → page 26.

Using Station and System Speed-Dial Numbers

Precondition: You have stored station speed-dial numbers → page 32 or System Support has stored system speed-dial numbers.

Lift the handset.

Press the key.

or

Enter the code.

Enter a speed-dial number.
"*0" to *9" = station speed-dialing.
"000" to "999" = system speed-dialing (contact System Support).

Step by Step

Displaying and Assigning Call Charges

Dialing with Call Charge Assignment

You can assign external calls to certain projects.

Precondition: System Support has set up account codes for you.

Lift the handset.

Enter the code.

Enter the account code.

If applicable

Press this key (may be needed, depending on the configuration; contact System Support).

Enter the number of the external station.

You can also enter the account code during an external call.

Step by Step

If You Cannot Reach a Destination...

Using Callback

If a user is busy or is not answering, you can store an automatic callback. This feature saves you from having to make repeated attempts to reach the user.
You receive a callback,

- When the other party is no longer busy
- When the user who did not answer has conducted another call.

Storing a Callback

Precondition: You have reached a busy line or noone answers.

Press the key. The LED lights up.

or

Press the key. LED flashes. Enter the code.

Answering a Callback

Precondition: A callback was saved. Your telephone rings. The Callback key lights up (if present).

Lift the handset. You hear a ring tone.

Deleting (All) Stored Callbacks

Lift the handset.

Enter the code.

Step by Step

Call Waiting (Camp-On)

It is important that you reach the called party, but the number is busy.

Lift the handset.

Enter the internal station number.
Wait (approx. 5 seconds) until the busy tone is followed by the ring tone.

The called party can then respond → page 11.

The called party can prevent automatic call waiting → page 11.

If this feature is configured (contact system support), you will hear the ring tone immediately.

Busy Override - Joining a Call in Progress

This function is only available if it has been configured by the service technician (contact System Support).

Precondition: You have dialed an internal number and hear a busy signal. It is important that you reach the called party.

Press the key. LED flashes. Enter the code.

The called party and person to whom this party is talking hear an alerting tone every two seconds.
If the called party has a system telephone with display, the following appears on the screen: "Override: (station no. or name)".

You can now start talking.

Step by Step

Telephone Settings

Adjusting the Ring Volume

⊕ **or** ⊖ Press one of these keys while the phone is idle.

1 Press the key.

⊕ **or** ⊖ To raise or lower the volume, keep pressing the keys until the desired volume is set.

⊕ ⊖ **simultaneously** Save.

Adjusting the Ring Tone

⊕ **or** ⊖ Press one of these keys while the phone is idle.

2 Press the key.

⊕ **or** ⊖ To adjust the ring tone, keep pressing the keys until the desired ring tone is set.

⊕ ⊖ **simultaneously** Save.

Adjusting the Receiving Volume During a Call

You are engaged in a call.

⊕ **or** ⊖ To raise or lower the volume, keep pressing the keys until the desired ring tone is set.

⊕ ⊖ **simultaneously** Save.

Step by Step

Locking the Telephone to Prevent Unauthorized Use

You can prevent unauthorized persons from using your telephone during your absence.

Precondition: You must have configured a personal identification number (PIN) for your telephone → page 31.

To lock and unlock the telephone:

Lift the handset.

*6 6 or # 6 6

Enter the code for "lock" or "unlock".

Enter the telephone lock PIN → page 31.

While the telephone is locked, a special dial tone sounds when you lift the handset. You can continue to dial internal numbers as usual.

An authorized party → page 43 can also lock and unlock your telephone.

Step by Step

Saving Your PIN

To use the functions
- to prevent unauthorized persons from using your telephone → page 30
- to use another telephone like your own → page 38
- to change your call number → page 39

you need to enter a personal identification number, which you can save yourself.

Lift the handset.

Enter the code.

Enter the current five-digit PIN.
If you have not yet assigned a PIN, use the PIN "00000" the first time you enter it.

Enter the new PIN.

Repeat the new PIN.

If you forget your PIN, contact System Support, who can reset your PIN to "00000".
An authorized party → page 43 can also lock and unlock your telephone.

Step by Step

Saving Station Numbers and Appointments

Storing Station Speed-Dial Numbers

You can store the ten numbers which you use the most and dial them using your own station speed-dial numbers: ∗0 through ∗9 → page 25.

Lift the handset.

∗ 9 2

Enter the code.

Enter the speed-dial number you wish to use (*0 to *9).

First enter the external code and then the external station number (wait approx. 5 seconds).

Saving Appointments

You can tell your telephone to give you a call when you want to be reminded of an appointment → page 13. To do this, you need to save the time you want the call to be made. The appointment can be set for any time within the next 24 hours.

Lift the handset.

∗ 4 6

Enter the code.

Enter a 4-digit time, such as 0905 for 9:05 (= 9.05 a.m.) or 1430 for 14.30 (= 2.30 p.m.).

Deleting and checking a saved appointment

Lift the handset.

4 6

Enter the code.

Step by Step

Testing the Telephone

Testing the Telephone Functions

You can test your telephone functions.

Precondition: Your telephone is idle.

Lift the handset.

Enter the code.

If everything is OK,

- all LEDs on the telephone start flashing, and
- the ringer signal sounds.

Step by Step

Call Forwarding

Using Variable Call Forwarding

You can immediately forward internal or external calls to different internal or external telephones (destinations). (External destinations require special configuration in the system).

Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 54!

Lift the handset.

*1 Enter the code.

1 or 2 or 3 Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 = internal calls only

Enter the destination number (without the external code).

Deactivating call forwarding:

Lift the handset.

#1 Enter the code.

When call forwarding is active, a special dial tone sounds when you lift the handset.

If DID DTMF is active (contact System Support), you can also forward calls to this destination. Destinations: fax = 870, DID = 871, fax DID = 872.

Step by Step

Using Night Answer

When night answer mode is active, for example during a lunch break or after office hours, all external calls are immediately forwarded to a specific internal telephone (night station). The night station can be defined by System Support (standard night answer service) or by you (temporary night answer service).

Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 55!

Activating this function:

Lift the handset.

*4 Enter the code.

Enter the destination number (= temporary night answer service) within 5 seconds.

or

* Enter the code or use the default (= standard night answer service).

Deactivating this function:

#4 Enter the code.

Step by Step

Call Forwarding in the Carrier Network and Forwarding Multiple Subscriber Numbers (MSN) (Not for U.S.)

If this function has been configured (contact System Support), you can forward calls to your assigned multiple subscriber number (MSN) (DID number) directly within the carrier network.
For example, you can forward your phone line to your home phone after business hours.

Lift the handset.

Enter the code.

Enter the line type you wish to use:
1= immediate, 2 = on no answer, 3 = on busy

Enter your DID number.

Enter the destination number (without the external code).

Deactivating call forwarding:

Lift the handset.

Enter the code.

Enter the activated call forwarding type.
1= immediate, 2 = on no answer, 3 = on busy

Enter your DID number.

Step by Step

Using Other Functions

Sending a Message

You can send short text messages to users who have system telephones.
Transmitted text messages are signaled in the same way as a callback request on the optiset E entry, optiset E basic and optiPoint 500 entry models.

Lift the handset.

*68

Enter the code.

Enter the recipient's internal station number.

0 ... 9

Select the preprogrammed message (which can be changed by System Support). Enter the code. For example:

0 = Please callback	5 = Fax waiting
1 = Someone is waiting	6 = Dictation please
2 = Appointment	7 = Please come see me
3 = Urgent call	8 = Please make copies
4 = Do not disturb	9 = Ready to depart

Deleting Sent Messages

Lift the handset.

#681

Enter the code.

Answering Messages

If there are messages waiting for you, you will hear a special dial tone or an announcement when you lift the handset.

Lift the handset.

#683

Enter the code.

or

Message Waiting

Press the illuminated key.

This connects you to the sender of the message or the mailbox system.

Step by Step

Using Another Telephone Like Your Own

Other people can temporarily use your telephone for outgoing calls as though it were their own.

Lift the handset.

Enter the code.

Enter the other user's station number.

Enter the other user's telephone lock PIN.

Dial the external number.

This state is canceled at the end of the call.

Step by Step

Change call number (relocate)

You can put your call number on every other available telephone when it is set up (ask System Support). Your previous telephone then receives the old call number of your new telephone. The call number together with the settings (e.g. programmed keys) of the telephone are changed.

Precondition: Your old and new telephone are the first telephones at each connection. The telephone are in idle state.

The following procedure is carried out on the new telephone.

Lift the handset.

✱ 9 4 1 9 Enter the code.

Enter your own call number.

Enter code (telephone lock) → page 31.
(This is not necessary if you have not determined a code yet).

9 4 1 9 Enter the code.

You can, however, connect your telephone to another connection and carry out the procedure.

Step by Step

Resetting Services and Functions (System-Wide Cancellation for a Telephone)

There is a general reset procedure for activated functions. The following functions are canceled, if they were activated:

- Forwarding on
- Advisory msg. on
- Ringing group on
- Hunting group off
- Suppress call ID
- Waiting tone off
- DND on
- Ringer cutoff on
- Messages received:
- View callbacks

Lift the handset.

Enter the code.

Step by Step

Silent Monitor

If this function has been configured (contact System Support), you can join a call already in progress at an internal station and listen in unnoticed.

Lift the handset.

*9 4 4

Enter the code.

Enter the internal station number.

Monitoring a Room

A telephone can be used to monitor a room. The function must be activated on the telephone that you want to monitor.
Calling this telephone lets you hear what is going on in the room.

Activating the telephone to be monitored:

Lift the handset and direct it towards the noise source.

*8 8

Enter the code.

Deactivating the telephone to be monitored:

Replace the handset.

Monitoring the room:

Lift the handset.

Enter the internal number of the telephone in the room you wish to monitor.

Step by Step

Activating Functions for Another Telephone

If this function has been configured (contact System Support), you can turn the following functions on and off for other telephones. This feature is also known as associated service.

- Do not disturb, code: *97/#97 → page 14
- Call forwarding, code *11, *12, *13/#1 → page 34
- Lock and unlock all phones, code: *66/#66 → page 30
- Group ringing, code: *81/#81 → page 51
- Group call, code: *85/#85 → page 50
- Reset services and functions, code #0 → page 40
- Control relay, code: *90/#90 → page 46
- Night service, code *44/#44 → page 35
- Timed reminders, code *65 → page 32

Lift the handset.

Enter the code.

Enter the internal number of the telephone for which you want to activate the function.

Enter the code – e.g. *97 for DND on – and procedure (if relevant).

Step by Step

Locking Another Telephone to Prevent Unauthorized Use

If this function has been configured (contact System Support), you can lock other telephones to prevent unauthorized use, and later unlock them again.

You can use this function to unlock the telephone for users who have locked their telephones and then forgotten their PINs.

Lift the handset.

*9 4 3 Enter the code.

Enter the internal number of the telephone that you want to lock or unlock.

* Enter the code for "Changeover on".

or

Enter the code for "Changeover off".

Using System Functions from the Outside (DISA: Direct Inward System Access)

If this function has been configured (contact System Support), you can set up external outgoing calls from outside the system, just like an internal user. You can also activate and deactivate the following functions in your system:

- Reset services and functions, code: #0 → page 40
- Call forwarding, code: *1/#1 → page 34
- Lock and unlock all phones, code: *66/#66 → page 30
- Save PIN, code: *93 → page 31
- Send a message, code: *68/#68 → page 37
- Group ringing, code: *81/#81 → page 51
- Group call, code: *85/#85 → page 50
- Suppress caller ID, code: *86/#86 → page 18
- Open door, code: *61 → page 15
- Door opener on/off, code: *89/#89 → page 16
- Control relay, code *90/#90 → page 46

Step by Step

- Do not disturb, code: *97/#97 → page 14
- Speed-dialing, code: *7 → page 25
- Associated service, code: *83 → page 42

Precondition: You have a telephone that uses tone dialing (DTMF dialing) or you can switch your telephone to tone dialing. The telephone is not connected to the system.

Set up a call to the system. Enter the station number (contact System Support).

Wait for a continuous tone (if necessary switch the telephone to tone dialing), then enter the internal number that has been assigned to you and the associated PIN.

Enter the code (necessary only if programmed in the system).

Wait for a dial tone and then enter the code, such as *97 for Do not disturb on. Make other inputs as necessary; (refer to the operating instructions for pulse and DTMF telephones).

or

Dial the external number.

You can only execute one function at a time, or set up only one outgoing connection.
The connection is immediately released after successful activation of a function.
In the case of an external-external call, the connection is released as soon as either of the parties ends the call.

Step by Step

Controlling Connected Computers or Other Programs and Telephone Data Service (For HiPath 3500/3550/3700/3750 only)

If this function has been configured (contact System Support), you can control connected computers or programs running on them, such as hotel services or information systems, from your telephone.

Precondition: You have set up a connection.

Consultation

Press the key. LED flashes. Enter the code.

*4ghi 2abc

The connected computer now prompts you to enter the data, which you can do in one of two ways. Contact System Support to find out which option is programmed in your system:

- Input in en-bloc mode

0 ... 9wxyz

Enter data.

#

Press this key at the end of the entry.

or

- Input in online mode:
  The connected computer processes your entries directly.

#

Enter the code.

0 ... 9wxyz

Enter data.

Step by Step

Controlling Relays

If this feature is configured (contact System Support), you can turn up to four relays on and off to control different facilities (such as a door opener).
Depending on how they are programmed, you can switch the relays on and off or switch them on and have them switched off automatically after a timeout.

Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 57!

Lift the handset.

*90 or #90 — Enter the code for "on" or "off".

1 ... 4 — Enter the relay.

Radio Paging (Not for U.S.)

If paging equipment is connected to your system (contact System Support), you can contact people via their pocket receivers.

The pocket receiver indicates to the person you are looking for that someone is trying to get in touch. The person you page can then go to the nearest telephone and call you.

The operating procedures differ according to the type of radio paging equipment connected (simple or enhanced paging equipment).

Simple Paging Equipment

Paging:

To be paged, you must have activated a call ringing group → page 51, call forwarding → page 34, or call redirection (service technician) to the internal station number of your paging equipment.
A call request is then signaled automatically.

Step by Step

Answering the page from the nearest telephone:

Lift the handset.

Enter the code.

Enter your own station number.

Enhanced Paging Equipment (Hipath 3700/ 3750 Only)

Paging:

Lift the handset.

Enter the code.

Enter the number of the party you want to page.

Answering the page from the nearest telephone:

Lift the handset.

Enter the code.

Enter your own station number.

Step by Step

Team and Executive/Secretary Functions With Assigned Trunk Lines

If this function has been configured (contact System Support), you belong to a team of users for whom special trunk lines exist. You can then conduct your calls as usual via the trunk assigned to you.
In addition, you can also activate call forwarding or a ring transfer for the lines of your group.

Forwarding Calls on Lines

You can immediately forward internal or external calls on lines of your group to different internal or external telephones (destinations); even external destinations are possible in certain system configurations.
Activating call forwarding for one line activates the function for all members in your group.

Lift the handset.

*501 Enter the code.

Enter the desired line number.

1 or 2 or 3 Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 =internal calls only

Enter the destination number (without the external code).

Deactivating call forwarding:

Lift the handset.

#501 Enter the code.

Enter the desired line number.

If you have activated call forwarding for a trunk, a special dial tone sounds when the line is seized.

Step by Step

Transferring Calls Directly to the Executive (Only in an Executive/Secretary Group)

Normally, audible signaling of all calls for the executive is heard only in the secretary's office.
You can activate audible signaling so that calls are only signaled on the executive telephone and on a second telephone assigned to it.

Activating this function:

Lift the handset.

Enter the code.

Enter the desired line number.

Deactivating this function:

Lift the handset.

Enter the code.

Enter the desired line number.

Step by Step

Using Other Team Functions

Turning Group Call On and Off

If this function has been configured (contact System Support), you belong to one or more groups of users who can each be reached under a hunt group or group call number.
Incoming calls are signaled on all group member telephones in the order in which they are received (hunt group) or simultaneously (= group call) until one member of the group accepts the call.
You can also belong to a team (including executive/secretary ones) to which multiple lines have been assigned.
→ page 48.

Each member of the group remains available under his or her own station number.

You can activate and deactivate the audible signal for a hunt group, group call or individual trunks in a group (including an executive/secretary team).

Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network)
→ page 53!

You belong to a hunt group or a group call:

Lift the handset.

#85 or *85 ♫ Enter the code for "leave" or "join".

You belong to multiple groups or to one group with lines (including executive/secretary teams):

Lift the handset.

#85 or *85 Enter the code for "leave" or "join".

♫ Enter the code for "Leave all groups".

or

* ♫ Enter the code for "Join all groups.

Step by Step

or

Enter a group/trunk number to directly "leave or join".

If you deactivate the audible tone for another group or trunk, or deactivate it for all groups and trunks to which you belong, a special dial tone sounds when you lift the handset.

Accepting a Call for Another Member of Your Team

You can accept calls for other telephones in your team from your telephone even while engaged in another call. To do this, contact System Support to find out if a pickup group has been configured.

Precondition: You telephone rings briefly.

Lift the handset.

*57

Enter the code.

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at up to five other phones. The person who answers first receives the call.

Special features must be taken into consideration if your telephone operates with HiPath AllServe (system networking via PC network) → page 56!

Saving telephones for the ringing group:

Lift the handset.

*81

Enter the code.

Enter the internal station number.

Removing all telephones in call ringing group:

Lift the handset.

#81

Enter the code.

Step by Step

Uniform Call Distribution (UCD)

If this function has been configured (contact System Support), you belong to a group of users (agents) to whom calls are distributed.
An incoming call is always assigned to the agent who has had the longest break without a call.

Logging on and off at the beginning and end of your shift:

Lift the handset.

*401 or #401

Enter the code for "Log on" or "Log off".

To log on, enter your identification number ("Agent:"). Contact System Support to find out what it is.

Logging on and off during your shift:

Lift the handset.

#402 or *402

Enter the code for "Not available" or "Available".

Requesting and activating a work time:

If you want to follow-up on the last call you answered without being disturbed, you can request and activate a work time. This removes your telephone from the call distribution cycle for a programmable period of time until you log back on.

You have or had an UCD connection.

*403 or #403

Enter the code for "on" or "off".

Turning the night service on and off for UCD:

Lift the handset.

*404 or #404

Enter the code for "on" or "off".

Step by Step

Special Functions in the LAN (PC Network)

If your telephone is operating in a HiPath AllServe environment, multiple HiPath 3000 systems are interconnected via a LAN (**L**ocal **A**rea **N**etwork, e.g. proprietary PC network). Your telephone calls are conducted via the LAN (PC network).
If this is the case, you must take certain special features into consideration when performing various functions. These are described below.

Leaving a Hunt Group/Group Call

Precondition: you belong to the hunt group/group call → page 50 of another HiPath 3000:

Lift the handset.

*4 7 Enter the code.

Enter the (DISA) call number of the other HiPath 3000.

Enter.

Enter the (DISA) call number of your telephone.

Enter.

8 5 or * 8 5 ♫ Enter the code for "leave" or "join".

You belong to multiple groups of another HiPath 3000:

Enter the group number for "Join/Leave, directed".

Step by Step

Transferring Call Forwarding

You can activate/deactivate call forwarding → page 34 for your telephones from other HiPath AllServe telephones.

Lift the handset.

*47

Enter the code.

Enter the (DISA) call number of the HiPath 3000 to which your telephone is connected.

Enter.

Enter the (DISA) call number of your telephone.

Enter.

Activating this function:

*1

Enter the code.

1 or 2 or 3

Enter the line type you wish to use:
1 = all calls, 2 = external calls only, 3 = internal calls only

Enter the destination number (without external code).

Deactivating this function:

#1

Enter the code.

Step by Step

Using Night Answer

If authorized (contact System Support), you can define telephones in other HiPath 3000 communications platforms as the night answer → page 35.

Lift the handset.

Enter the code.

Enter the (DISA) call number of the HiPath 3000 to which the night answer telephone is connected.

Enter.

Enter the (DISA) call number of the telephone from which you wish to activate/deactivate the night answer service.

Enter.

Activating this function:

Enter the code.

Enter the destination number (= temporary night answer service) within 5 seconds.

Deactivating this function:

Enter the code.

Step by Step

Activating and Deactivating a Ringing Group

You can have calls for your telephone signaled audibly at external telephones or at telephones in other HiPath 3000 communications platforms → page 51.

Saving the telephones for the ringing group:

Lift the handset.

*81 Enter the code.

Enter the call number.

Enter.

Removing all telephones in call ringing group:

Lift the handset.

#81 Enter the code.

Step by Step

Controlling Relays

If this feature is configured (contact System Support), you can also control relays → page 46 in other HiPath 3000 communications platforms.

Lift the handset.

*47 Enter the code.

Enter the (DISA) call number of the HiPath 3000 in which the relay is to be controlled.

Enter.

Enter the (DISA) call number of the telephone from which you wish to control the relay.

Enter.

*90 or #90 Enter the code for "on" or "off".

1 ... 4 ♫ Enter the relay.

Step by Step

Opening the Door

If this feature is configured (contact System Support), you can also activate the door opener → page 15 in other HiPath 3000 communications platforms.

Lift the handset.

*47 Enter the code.

Enter the (DISA) call number of the HiPath 3000 in which the door is to be opened.

Enter.

Enter the (DISA) call number of the telephone from which you wish to activate the door opener.

Enter.

*61 Enter the code.

Enter the call number of the entrance telephone.

Documentation

You can find these operating instructions in the Internet in PDF format under

http://www.hipath.com

and on CD-ROM (ask System Support) in HTML and PDF format.

The CD-Rom (7 languages) or a printout of these operating instructions can be ordered from the details of the article number from Siemens' Sales Organisation of via the following Internet address.

http://www.click4business-supplies.de

CD-ROM article number:
P31003-H1012-C130-*-6Z19
Article number of these operating instructions:
A31003-H1012-C120-1-7619

In order to look at and print the operating instructions in PDF format, you need a computer on which the free Acrobat Reader software package is installed by Adobe.

To look at the operating instructions in HTML format you need a computer with a www browser, e.g. Microsoft Internet Explorer.

Fixing Problems

Telephone Maintenance

- Always use a damp or antistatic cloth to clean the telephone. Never use a dry cloth.
- If the telephone is very dirty, clean it with a diluted neutral cleaner containing surfactants, such as a dish detergent. Afterwards remove all traces of the cleaner with a damp cloth (using water only).
- Never use cleaners containing alcohol, cleaners that corrode plastic, or abrasive powders.

Troubleshooting

Pressed key does not respond:

Check whether the key is stuck.

Telephone does not ring:

Check whether the "do not disturb" function was activated on your telephone. On lifting the handset, you will hear a special dial tone. If so, deactivate it → page 14.

You cannot dial an external number:

Check whether you telephone is locked. On lifting the handset, you will hear a special dial tone. If so, unlock the telephone → page 30.

To correct any other problem:

First contact System Support. If System Support is unable to correct the problem, contact Customer Service.

Index

A

account code ... 26
agents ... 52
announcement ... 18
answering a timed reminder ... 13
appointment ... 32
assigning a DID number ... 20
assigning available keys ... 32
assigning programmable keys ... 32
associated dialing/dialing aid ... 20
automatic connection setup ... 19

C

call
  accepting, group ... 51
  answering ... 10
  entrance telephone ... 15
  forwarding ... 34
  forwarding in a team ... 48
  forwarding MSN in CO ... 36
  parking ... 24
  pickup, directed ... 12
  rejecting ... 12
  retrieving from park ... 24
  retrieving held ... 24
  transfer after announcement ... 23
call charge assignment ... 26
call signal ... 10
call transfer ... 23
call volume ... 10, 29
call waiting
  accepting ... 11
  allowing ... 11
  preventing ... 11
call waiting (camp-on) ... 28
  tone off ... 12
call waiting on/off ... 12
call waiting tone on/off ... 12
caller ID
  restoring display of
    suppressing display of caller ID ... 18
caller ID suppression ... 18
calling a second party ... 21
calls
  distributing ... 52
calls in queue ... 52
CE mark ... 2
change call number ... 39
cleaning the telephone ... 60
conference ... 21
connection setup, automatic ... 19
consultation hold key ... 21

D

dialing
  internal/external calls ... 17
dialing internal calls ... 17
dialing numbers
  on-hook dialing ... 17
  using redial ... 25
  using speed-dialing ... 25
direct inward system access (DISA) ... 43
DISA ... 43
distributing calls ... 52
do not disturb ... 14
door opener ... 16

E

enhanced paging equipment ... 47
entrance telephone ... 15
executive/secretary functions ... 48
explanation of symbols ... 8
external code ... 17

F

forwarding ... 34
  multiple subscriber number (MSN) ... 36
forwarding MSN in CO ... 36
functions
  activating/deactivating for another telephone associated service ... 42
  resetting ... 40

G

group call ... 50

H

handsfree answerback 13
HiPath AllServe
actuators 57
group call 53
hunt group 53
night answer 55
opening the door 58
relays 57
ringing group 56
transferring call forwarding 54
hotline 19
hunt group 50

I

IP telephony 53

K

keys
assigning 32
fixed 7

L

LAN telephony 53
LEDs=light emitting diodes 7
locking
all phones 43
locking all phones 43
locking/unlocking the telephone 30

M

mailbox 13
making calls
to stored destinations 25
with the dialing aid 20
making external calls 17
making trunk calls 17
malfunctions 60
message
answering 37
deleting/displaying 37
receiving 37
sending 37
monitoring
silent 41
multiple subscriber number (MSN) 36

N

night answer 35
notes 2

O

open door
with a code 15
open listening 10
operating principle 9
operating steps 8
override 28, 41

P

parking a call 24
personal identification number 31
pickup (call) 12, 51
PIN 31
for a telephone 30
preventing and allowing automatic camp-on 11
programming available keys 32
programming keys 32
programming your telephone 29
project calls 26

R

radio paging equipment PSE 46
recall 23
receiving volume 10, 29
redialing a number 25
relays 46
relocate 39
reserving a trunk 19
resetting functions 40
resetting services 40
ring tone 29
ring transfer
in an executive/secretary team 49

ring volume 29
ringing group 51
room monitor 41

S

saving a PIN 31
secretary functions 48
setting your telephone 29
silent monitor 41
simple paging equipment 46
speaker call 18
special dial tone 13
speed-dialing
  dialing numbers 25
  saving station speed-dialing 32
  system 25
station number
  assigning 20
station speed-dialing 25, 32
suffix-dialing 18
switches 46
system speed-dialing 25
system-wide cancellation 40

T

team with trunk keys 48
telephone
  cleaning 60
  locking 30
  locking another 43
  locking/unlocking 30
  locking/unlocking all phones 43
  maintaining 60
  operating 9
  settings 29
  testing 33
  using another like your own 38
telephone data service 45
telephone maintenance 60
telephone test 33
temporary phone using a
temporary phone 38
testing the telephone 33
testing the telephone functions 33
text message
  answering 37
  deleting/displaying 37
  receiving 37
  sending 37
three-party conference 21
time-dependent hotline 19
toggle 21
tone dialing 18
tone dialing (DTMF dialing) 18
trace call 14
transfer (call)
  after announcement 23
transfer call 23
trunk flash 20
trunk keys in a team 48
trunk, reserving 19

U

UCD 52
using functions from the outside 43

V

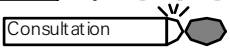
variable call forwarding 34

W

work time 52

Overview of Functions and Codes (Alphabetical)

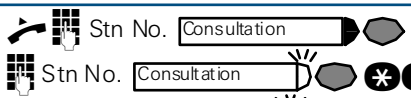
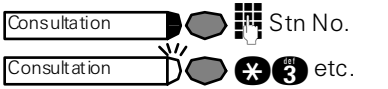
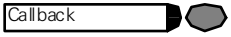
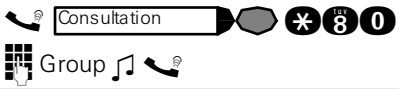
The table below lists all available functions. If these functions have been configured (contact System Support), they can be called by entering a code or pressing a function key.

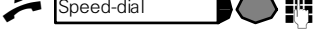
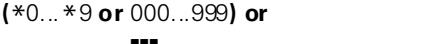
Functions	Operating Steps
Accept a waiting call (camp-on)	
Terminate second call, 1. Continue the call	(1x **or** 2x) 
Prevent automatic camp-on	
Allow automatic camp-on	
Call waiting tone on	
Call waiting tone off	
Accept call, directed	Int.
Accept call, group	
Adjust ring volume	(⊕ **or** ⊖) ⊕ ⊖ simultaneously
Adjust ring tone	(⊕ **or** ⊖) ⊕ ⊖ simultaneously
Answer call	
Assign station number (not for U.S.)	MSN Ext.
Associated dialing	Int. Stn No.
Associated service	Int.
Call charge assignment / account code	Code if appl. Ext.

Functions	Operating Steps
Call forwarding on	✱ 1 1 Stn No. ♫
	✱ 1 2 Stn No. ♫
	✱ 1 3 Stn No. ♫
Call forwarding off	# 1 ♫
Forward Line: On	✱ 5 0 1 Trk No. 1 Stn No. ♫
	✱ 5 0 1 Trk No. 2 Stn No. ♫
	✱ 5 0 1 Trk No. 3 Stn No. ♫
Forward Line: Off	# 5 0 1 Trk No. ♫
Call forwarding in carrier network on	✱ 6 4 1 MSN Ext. ♫
	✱ 6 4 2 MSN Ext. ♫
	✱ 6 4 3 MSN Ext. ♫
Call forwarding in carrier network off	# 6 4 1 ♫ MSN ♫
	# 6 4 2 ♫ MSN ♫
	# 6 4 3 ♫ MSN ♫
Call waiting (camp-on)	Int. ♫ Stn busy; **wait 5 seconds**
Change call number	✱ 9 4 1 9 own call No.
	Code # 9 4 1 9
Change call volume	(⊕ **or** ⊖) ⊕ ⊖ simultaneously
Changeover on (lock)	✱ 6 6 Code
Changeover off (unlock)	# 6 6 Code
Lock all phones	✱ 9 4 3 Int. ✱
Unlock all phones	✱ 9 4 3 Int. #
Consult	Consultation Stn No.
Quit consultation, 1. Continue the call	(1x **or** 2x) Consultation
Toggle	Consultation ✱ 2
Start three-party conference	Consultation ✱ 3
Connect parties	

Functions	Operating Steps
Control relay on	✆ ✱ 9 0 (1 ... 4) ♫
Control relay off	✆ # 9 0 (1 ... 4) ♫
Conversation (entrance telephone)	✆ **or** after 30 seconds ✆ Int.
Open door	Consultation ✱ 6 1 Int.
Door release on	✆ ✱ 8 9 Int. + Code ♫ (1 **or** 2)
Door release off	✆ # 8 9 Int. ♫
DND on	✆ ✱ 9 7 ♫
DND off	✆ # 9 7 ♫
DTMF dialing/Tone dialing	Consultation ✱ 5 3
Ending a call	**or** Release
Group call, leave	✆ # 8 5 **or** ✆ # 8 5 # **or** ✆ # 8 5 Group
Group call, join	✆ ✱ 8 5 **or** ✆ ✱ 8 5 ✱ **or** ✆ ✱ 8 5 Group
Hotline	✆
Making calls	✆ Stn No. **or** Stn No. ✆
Monitoring (only U.S.)	✆ ✱ 9 4 4 Int.
Mute off	Mute
Mute on	Mute
Night answer on	✆ ✱ 4 4 Int. ♫ **or** ✆ ✱ 4 4 ✱ ♫
Night answer off	✆ # 4 4 ♫
Override	Stn busy Consultation ✱ 6 2 ♫

Functions	Operating Steps
Paging another person (not for U.S.)	✱ 4 5 Int. ♫
Answer page (simple paging equipment)	✱ 5 9 Int.
Answer page (enhanced paging equipment)	# 4 5 Int.
Park a call	Consultation ✱ 5 6 (0 ... 9) ♫
Retrieve parked call	# 5 6 (0 ... 9)
Phone test	✱ 9 4 0
Picking up (retrieving) a held call	✱ 6 3 Line No.
Redial	Redial
Reject call	Release
Reserve trunk	Busy (external); **wait 5 seconds**
When the reserved trunk is free	Ext.
Reset services	# 0 ♫
Ring transfer on	✱ 5 0 2 Line No. ♫
Ring transfer off	# 5 0 2 Line No. ♫
Ringing group on	✱ 8 1 Int. ♫
Ringing group off	# 8 1 ♫
Room monitor on	✱ 8 8 ♫
Room monitor off	
Monitoring a room	Int.
Save timed reminder	✱ 4 6 (Time, e.g. 0905) ♫
Delete timed reminder	# 4 6 ♫
Accept timed call	
Saving a PIN	✱ 9 3 Old code 2x new code

Functions	Operating Steps
Send message	
Delete message (sent)	
Accept message	
Speaker call	
HF answerback	
Start conference	
The other party does not respond 1. Continue the call	(1x **or** 2x) Consultation
Add a party to the conference (max. five)	
Leave conference	
Remove party	
Remove ISDN central office party from the conference (only for U.S.)	
Store a callback	
Delete callback	
Accept callback	
Suppress caller ID on	
Suppress caller ID off	
Telephone data service	
Trace call (not for U.S.)	
Transferring a call	
...after announcement to group	
Trunk flash	

Functions	Operating Steps
UCD	
Log on at beginning of shift	
Log off at end of shift	
Log off work	
Log on work	
Work time on	
Work time off	
Night answer on	
Night answer off	
Use speed-dialing	 **(***0...*9 **or** 000...999**) or** 
Speed-dialing: store station	
Using another phone temporarily	
Using mailboxes	**or**

FCC and Industry Canada Compliance

This section describes the requirements for compliance with Federal Communications Commission (FCC) Rules and Industry Canada CS-03 standard.

FCC Certification and Requirements

The following paragraphs describe requirements and information based on FCC rules.

Service

If you experience problem with the Siemens optiPoint 500 telephone, contact Siemens customer support at 1-800-835-7656 for information on service and repairs. The telephone company can ask you to disconnect the equipment from the network until the problem is corrected or until you are sure that the equipment is not malfunctioning.

FCC Rules, Part 15

The Siemens optiPoint 500 telephone has been tested and complied with the limits for a class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, can cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference in the user's expense.

FCC Rules, Part 68

1. FCC Part 68 Certification
   The Siemens optiPoint 500 telephone is certified with FCC under Part 68 as a component device for connection behind FCC Part 68 certified Siemens PBX systems. In order for the FCC certification of the Siemens optiPoint 500 telephone to be retained, all other products used in conjunction with the Siemens optiPoint 500 telephone must also be FCC Part 68 certified for use with the front-end terminal equipment. If any of these components are not certified, Siemens is required to obtain FCC Part 68 certification of the assembled equipment prior to connection to the telephone network. Part 68 certification requires Siemens to maintain this approval and as such are responsible for the following:
   - Any component added to the Siemens optiPoint 500 telephone, whether it bears component certification or not, will require a Part 68 compliance evaluation. Siemens may need to test and make a modification filing to the FCC before that new component can be used;
   - Any modification/update made to the Siemens optiPoint 500 telephone will require a Part 68 compliance evaluation. Siemens may need to test and make a modification filing to the FCC before that modified component can be used;
   - Siemens optiPoint 500 telephone complies with and will continue to comply with all the applicable rules and regulations in Subpart D of the FCC Part 68 rules during the life-time of the product.

If at any time the ownership of Siemens optiPoint 500 telephone is transferred to someone else (whether independently or as part of a system), please supply this manual to the new owner.

2. REN
   The ringer equivalence number (REN) is used to determine the quality of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs should not exceed five (5.0). At the base of the telephone is a label contains, among other information, the REN and the FCC certification number. If requested, this information must be given to the telephone company. To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.
   Note: REN is associated with the analog telephones. It is not applicable to Siemens optiPoint 500 telephone. If requested, please supply the FCC Certification numbers of the front-end host terminal equipment that have a direct Public Switched Telephone Network connection (i.e. have a REN stated on the label) and the highest REN.

3. Facility Interface Information
   Siemens optiPoint 500 telephone connects to the public switched telephone network through FCC Part 68 certified front-end host PBX equipment which specifies the type of network jacks to be used.

4. Disruption of the Network
   If the Siemens optiPoint 500 telephone disrupts the telephone network, the telephone company can discontinue your service temporarily. If possible, the telephone company will notify you in advance. If advance notice is not practical, they will notify you as soon as possible. You are also informed of your right to file a complaint with the FCC.

5. Telephone Company Facility Changes
   The telephone company can make changes in its facilities, equipment, operations, or procedures that can affect the operation of your equipment. If they do, you should be notified in advance so you have an opportunity to maintain uninterrupted telephone service.

6. Hearing-Aid Compatibility
   Telephones for emergency use and telephones installed in common areas such as lobbies, hospital rooms, elevators, and hotel rooms must have handsets that are compatible with magnetically coupled hearing aids. Persons who are not in common areas must also be provided with hearing-aid compatible handsets, if needed.
   The Siemens optiPoint 500 telephone complies with the FCC Rules, Part 68, Section 68.316 Hearing Aid Compatibility and 68.317 volume control requirements.

7. Programmed Dialer Features
   When you program emergency numbers or make test calls to emergency numbers using Siemens products with programmed dialer features, stay on the line and briefly explain to the dispatcher the reason for the call before hanging up. Perform these activities in off-peak hours, such as early morning or late evening.

Equipment Attachment Limitations

The following are notices required by Industry Canada Terminal Attachment Program Certification Procedure CP-01, Part I, Section 14.

Ringer Equivalence Number (REN)

The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5. The REN is associated with the analog loop-start and ground-start telephones. It is not applicable to Siemens optiPoint 500 telephones.

Equipment Attachment Limitations

The Industry Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirement documents. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

DANGER

Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

1P A31003-H1012-C120-1-7619

The information in this document contains general descriptions of the technical options available, which do not always have to be present in individual cases.

The required features should therefore be specified in each individual case at the time of closing the contract.

Ref. No.: A31003-H1012-C120-1-7619 • Printed in the Federal Republic of Germany • BA 18.03.2002

© Siemens AG 2002 • Information and Communication Networks • Hofmannstr. 51 • D-81359 Munich • **Subject to availability. Right of modification reserved.**